

<b>Agreed-To Measurement Changes – 2003 SBC Midwest Six-Month Review</b>		
<b>PM Number and Name</b>		<b>Planned Implementation Date Is No Later Than</b>
1.1	Average Response Time For Manual Loop Make-Up Information	4/20/04
1.2	Accuracy Of Actual Loop Makeup Information Provided For DSL Orders (Reporting of PM 1.2 Suspended Upon Implementation of PM 1.3) (to be deleted)	3/20/04
1.3	Accuracy Of Actual Loop Makeup Information Provided For DSL Orders	6/20/04
2	Percent Pre-Ordering Responses Received Within “X” Seconds	5/20/04
4	OSS Interface Availability	3/20/04
5	Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours/Days	7/20/04
5.2	Percent Of Unsolicited FOCs By Reason Code	3/20/04
6	Average Time To Return FOC (to be deleted)	3/20/04
7	Percent Mechanized Completions Returned Within One Hour Of Completion In Ordering Systems (to be deleted)	3/20/04
7.1	Percent Mechanized Completions Sent/Made Available Within One Day Of Work Completion	3/20/04
8	Average Time To Return Mechanized Completions (to be deleted)	3/20/04
9	Percent Rejects	3/20/04
10	Percent Rejects Returned Within “X” Hours	7/20/04
10.4	Percentage Of Orders Given Jeopardy Notices	3/20/04
11	Mean Time To Return Rejects (to be deleted)	3/20/04
12	Mechanized Provisioning Accuracy	3/20/04
13	Order Process Percent Flow Through	4/20/04
13.1	Total Order Process Percent Flow Through	3/20/04
14	Billing Accuracy	3/20/04
15	Percent Of Accurate And Complete Formatted Mechanized Bills Via EDI And BDT	3/20/04
16	Percent Of Usage Records Transmitted Correctly	3/20/04
17	Billing Completeness	3/20/04
18	Billing Timeliness (Wholesale Bill)	3/20/04
19	Daily Usage Feed Timeliness	3/20/04
20	Unbillable Usage	3/20/04
21.1	Average Time Placed On Hold At LSC	3/20/04
22	Local Service Center (LSC) Grade Of Service (GOS)	3/20/04
22.1	Mechanized Customer Production Support Center (MCPSC) Grade of Service (GOS)	3/20/04
24.1	Average Time Placed On Hold At LOC	3/20/04
25	Local Operations Center (LOC) Grade Of Service (GOS)	5/20/04
27	Mean Installation Interval	5/20/04
28	Percent POTS/UNE-P Installations Completed Within The Customer-Requested Due Date	5/20/04

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29	Percent SBC Midwest Caused Missed Due Dates	5/20/04
30	Percent SBC Midwest Caused Missed Due Dates Due To Lack Of Facilities	5/20/04
31	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities (to be deleted)	3/20/04
32	Average Delay Days For SBC Midwest Caused Missed Due Dates	5/20/04
33	Percent SBC/Ameritech-Caused Missed Due Dates > 30 Days (to be deleted)	3/20/04
35	Percent Trouble Reports Within 30 Days (I-30) of Installation	5/20/04
35.1	Percent UNE-P Trouble Reports On The Completion Date	5/20/04
37	Trouble Report Rate (to be deleted)	3/20/04
37.1	Trouble Report Rate Net of Installation and Repeat Reports	5/20/04
38	Percent Missed Repair Commitments	5/20/04
39	Receipt To Clear Duration	5/20/04
40	Percent Out Of Service (OOS) < 24 Hours	5/20/04
41	Percent Repeat Reports	5/20/04
42	Percent No Access (Percent Of Trouble Reports With No Access) (to be deleted)	3/20/04
43	Average Installation Interval	5/20/04
44	Percent Specials Installations Completed Within Customer-Requested Due Date	5/20/04
45	Percent SBC Midwest Caused Missed Due Dates	5/20/04
46	Percent Trouble Reports Within 30 Days (I-30) Of Installation	5/20/04
47	Percent SBC Midwest Caused Missed Due Dates Due To Lack Of Facilities	5/20/04
48	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities (to be deleted)	3/20/04
49	Average Delay Days For SBC Midwest Caused Missed Due Dates	5/20/04
50	Percent SBC Midwest Caused Missed Due Dates > 30 Days	5/20/04
52	Mean Time To Restore	5/20/04
53	Percent Repeat Reports	5/20/04
54	Failure Frequency (to be deleted)	3/20/04
54.1	Trouble Report Rate Net Of Installation And Repeat Reports	5/20/04
55	Average Installation Interval	5/20/04
55.2	Average Installation Interval For Loop With LNP	3/20/04
55.3	Percent DSL-Capable Loop Orders Requiring The Removal Of Load Coils And/Or Repeaters (to be deleted)	3/20/04
56	Percent Installations Completed Within Customer-Requested Due Date	5/20/04
56.1	Percent Installations Completed Within Customer-Requested Due Date For Loop With LNP	3/20/04
58	Percent SBC Midwest Caused Missed Due Dates	5/20/04
59	Percent Trouble Reports Within 30 Days (I-30) of Installation	5/20/04
60	Percent SBC Midwest Caused Missed Due Dates Due To Lack Of Facilities	5/20/04
61	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates Due To Lack Of	3/20/04

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Facilities (to be deleted)	
62 Average Delay Days For SBC Midwest Caused Missed Due Dates	5/20/04
63 Percent SBC Midwest Caused Missed Due Dates > 30 Days	5/20/04
65 Trouble Report Rate (to be deleted)	3/20/04
65.1 Trouble Report Rate Net Of Installation And Repeat Reports	5/20/04
66 Percent Missed Repair Commitments	5/20/04
67 Mean Time To Restore	5/20/04
68 Percent Out Of Service (OOS) > 24 Hours	5/20/04
69 Percent Repeat Reports	5/20/04
70 Percentage Of Trunk Blockage (Call Blockage)	3/20/04
70.1 Trunk Blockage Exclusions	3/20/04
70.2 Percentage Of Trunk Blockage (Trunk Groups) (to be deleted)	3/20/04
71 Common Transport Trunk Group Blockage	3/20/04
73 Percentage Installations Completed Within Customer Requested Due Dates – Interconnection Trunks	3/20/04
74 Average Delay Days For Missed Due Dates – Interconnection Trunks	3/20/04
75 Percentage SBC Midwest Caused Missed Due Dates > 30 Days – Interconnection Trunks	3/20/04
76 Average Trunk Restoration Interval – Interconnection Trunks	3/20/04
77 Average Trunk Restoration Interval For Service-Affecting Trunk Groups	3/20/04
78 Average Interconnection Trunk Installation Interval	3/20/04
79 Directory Assistance Grade Of Service (to be deleted)	3/20/04
80 Directory Assistance Speed Of Answer (to be deleted)	3/20/04
81 Operator Services Grade Of Service (to be deleted)	3/20/04
82 Operator Services Speed Of Answer (to be deleted)	3/20/04
83 Percentage Of Calls Abandoned (to be deleted)	3/20/04
91 Percentage Of LNP Only Orders Within The Customer Requested Due Date	3/20/04
92 Percentage Of Time The Old Service Provider Releases The Subscription Prior To The Expiration Of The Second 9 Hour (T2) Timer (to be deleted)	3/20/04
93 Percentage Of Customer Accounts Restructured By The LNP Only Completion Date	3/20/04
96 Percentage Pre-Mature Disconnects For LNP Orders	3/20/04
97 Percentage Of Time SBC Midwest Applies The 10-digit Trigger Prior To The LNP Order Due Date	3/20/04
98 Percent LNP Trouble Reports Within 30 Days (I-30) of Installation	5/20/04
99 Average Delay Days for SBC Midwest Caused Missed Due Dates (For Stand-Alone LNP Orders)	5/20/04
100 Average Time Of Out Of Service For LNP Conversions	3/20/04
101 Percent Out Of Service < 60 minutes	3/20/04
102 Average Time To Clear Errors	3/20/04
103 Percent Accuracy for 911 Database Updates (Facility-Based Providers)	3/20/04

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104 Average Time Required To Update 911 Database (Facility-Based Providers)	4/20/04
104.1 The Average Time It Takes To Unlock The 911 Record	3/20/04
105 Percentage Of Field Survey Requests Processed Within X Business Days	4/20/04
106 Average Days Required To Process A Field Survey Request	4/20/04
107 Percentage Missed Collocation Due Dates	4/20/04
108 Average Delay Days For SBC Midwest Caused Missed Due Dates	4/20/04
109 Percent Of Requests Processed Within The Established Timelines	3/20/04
110 Percentage Of Updates Completed Into The DA Database Within 72 Hours For Facility-Based CLECs	3/20/04
111 Average Update Interval For DA Database For Facility-Based CLECs (to be deleted)	3/20/04
112 Percentage DA Database Accuracy For Manual Updates For Facility-Based CLECs	4/20/04
113 Percentage Of Electronic Updates That Flow-Through The Update Process Without Manual Intervention	3/20/04
114 Percentage Of Premature Disconnects (Coordinated Cutovers)	3/20/04
114.1 CHC/FDT LNP With Loop Provisioning Interval	3/20/04
115 Percentage Of SBC Midwest Caused Delayed Coordinated Cutovers	3/20/04
115.1 Percent Provisioning Trouble Reports (PTR)	3/20/04
115.2 Mean Time To Restore – Provisioning Trouble Reports (PTR)	3/20/04
117 Percent NNXs Loaded And Tested Prior To The LERG Effective Date	3/20/04
118 Average Delay Days For NXX Loading And Testing	3/20/04
119 Mean Time To Repair	3/20/04
120 Percentage Of Requests Processed Within 30 Business Days	3/20/04
121 Percentage Of Quotes Provided For Authorized BFRs Within 90 Calendar Days or the CLEC's ICA specified interval (whichever is less)	3/20/04
124 Timely Resolution Of Significant Software Failures Related With Releases	3/20/04
124.1 Test Environment Availability	3/20/04
125 Percent Matching UNE-P Provisioning & Billing DB Records*	2/20/04
MI 2 Percentage Of Orders Given Jeopardy Notices Within 24 Hours Of The Due Date	3/20/04
MI 3 Coordinated Conversions Completed Within One Hour Of The Scheduled Time (to be deleted)	3/20/04
MI 4 Average Time To Provide A Collocation Arrangement	3/20/04
MI 5 Structure Requests Completed Outside Of Interval	3/20/04
MI 9 Percentage Missing FOCs	3/20/04
MI 10 Percent Time-Out Transactions	3/20/04
MI 11 Average Interface Outage Notification	3/20/04
MI 12 Average Time To Clear Service Order Errors	4/20/04
MI 13 Percent Mechanized Line Loss Notifications Returned Within One Day Of Work Completion	3/20/04
MI 13.1 Average Delay Days For Mechanized Line Loss Notifications	3/20/04

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MI 14 Percent Completion Notifications Returned Within “X” Hours Of Completion Of Maintenance Trouble Ticket (to be deleted)	3/20/04
MI 15 Change Management	3/20/04
MI 16 Percentage Rejected Query Notices	3/20/04
WI 1 Percent No Access – UNE Loops Provisioning	5/20/04
WI 2 Percent No Access (Percent Of Trouble Reports With No Access) – UNE Loops	5/20/04
WI 9 Percent Facility Modification Orders	3/20/04
CLEC WI 1 Average Delay In Original FOCs Due Dates Due To Delay Notices (Issue F)	4/20/04
CLEC WI 4 Accuracy Of Processing CLEC Corrections Based On Review Of Directory Information (Issue L)	3/20/04
CLEC WI 5 Percentage of Protectors Not Moved After Technician Visit (Issue O)	3/20/04
CLEC WI 6 FMOD Process: Percent Form A Received Within The Interval Ordered By The Commission	4/20/04
CLEC WI 7 FMOD Process: Percent Forms B,CD Received Within 72 Hours Of Form A	4/20/04
CLEC WI 8 FMOD Process - Form B: Percent Return FOC With New Due Date Within 24 Hours	4/20/04
CLEC WI 9 FMOD Process - Form C: Percent Return Quote Within the Interval Ordered By The Commission	4/20/04
CLEC WI 11 FMOD Process - Forms B,C,D: Percentage Of Due Dates Met	4/20/04
IN 1 Percent Loop Acceptance Testing (LAT) Completed On Or Prior To The Completion Date	3/20/04
CLEC BLG-2 Percent of Billing Claims Acknowledged within 5 Business Days*	4/20/04
CLEC BLG-3 Percent of Billing Claim Resolution Notifications Sent within 30 Business Days*	4/20/04
CLEC BLG-4: Accuracy of Rate Table Updates	7/20/04 @
CLEC BLG-5: Rate Table Correction Timeliness	7/20/04 @

\* Performance Measure agreed-to in the SBC Midwest Billing Collaborative

@ Results for May and June to be reported in July 2004